



# Brother MFC-490CW Print head Replacement

Use this guide to remove a malfunctioning print head.

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## INTRODUCTION

The print head may need replacing if failed attempts at cleaning the print head still produces faded or spotted prints or documents.

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### TOOLS:

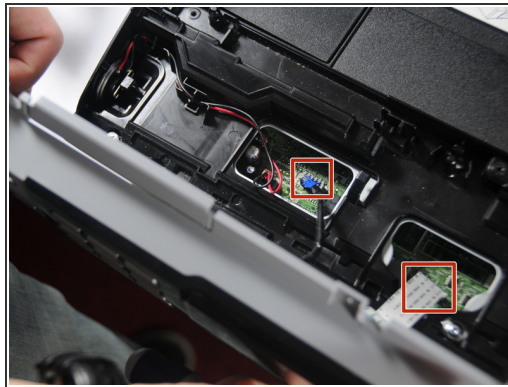
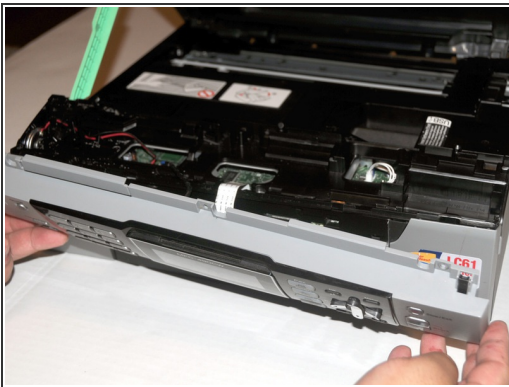
- [Phillips #2 Screwdriver](#) (1)
  - [Spudger](#) (1)
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## Step 1 — Remove screws holding the front panel



- After unscrewing these 12.1mm screws, holding the control panel in place.

## Step 2 — Unplug the panel from the rest of the printer



- Lift up the front panel from the device.
- Gently lift up and pull out the data cables that attach the panel to the printer.



### Step 3 — Separate the arm holding scanner unit



- i** Before removing the unit, apply a 2 to 3 pieces of tape to secure the top and bottom of the unit.
- Lift the scanner unit.
  - Gently twist the top portion of the arm. The top portion should release from the scanner unit.
  - Rotate the arm approximately 45 degrees to remove the bottom portion of the arm from the device.

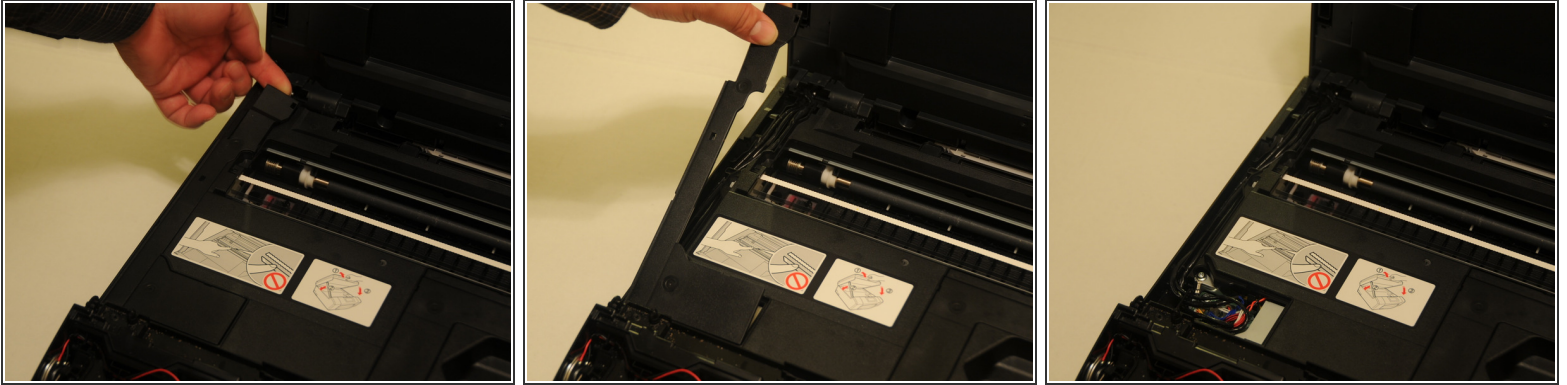
### Step 4 — Remove the scanner unit from the device



- Slide the unit either to the left or right and begin to push the unit away from the device.
- Once one hinge is separated from the device, begin to remove the other hinge from device.
- Gently place the unit on the work surface.

**!** Be careful not to pull too hard. The wires connecting the unit from the device must be removed.

## Step 5 — Remove left wire panels



**i** While it is not necessary to use a prying tool, use a thin prying tool to lift the panels.

- From the back of the device, use the exposed portion of the panel and gently begin to remove the panel away from the device.

## Step 6 — Remove right wire panel



- From the back of the device, use the exposed portion of the panel to begin to lift the panel away from the device.



## Step 7 — Removing left set of power cables



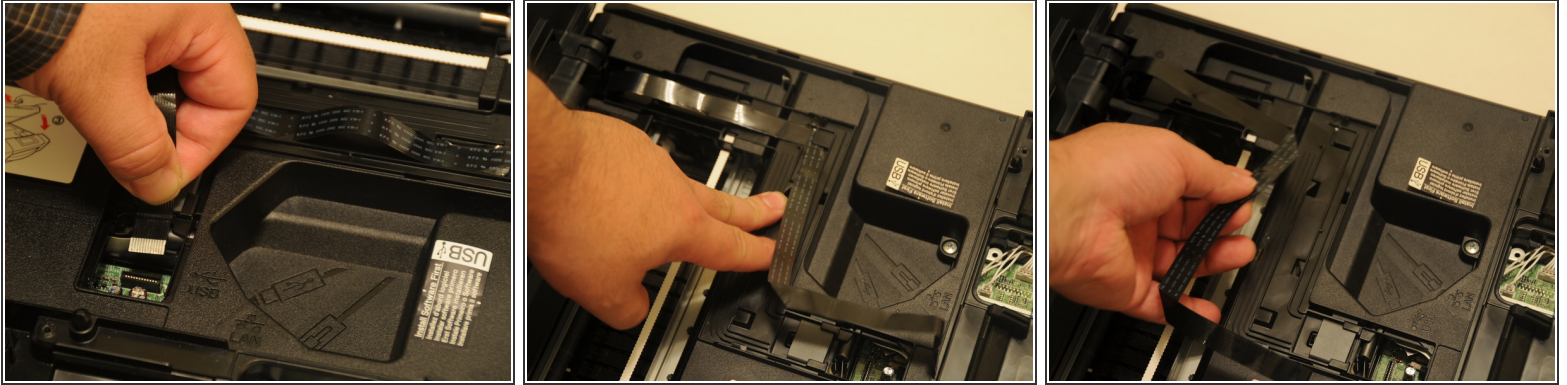
- ❗ Before removing the cables, create a diagram of the locations of the different cables. Then, label the cables with some tape or using post-its.
- Remove the three power cables that connect the scanner to the motherboard.

## Step 8 — Remove the ground wire



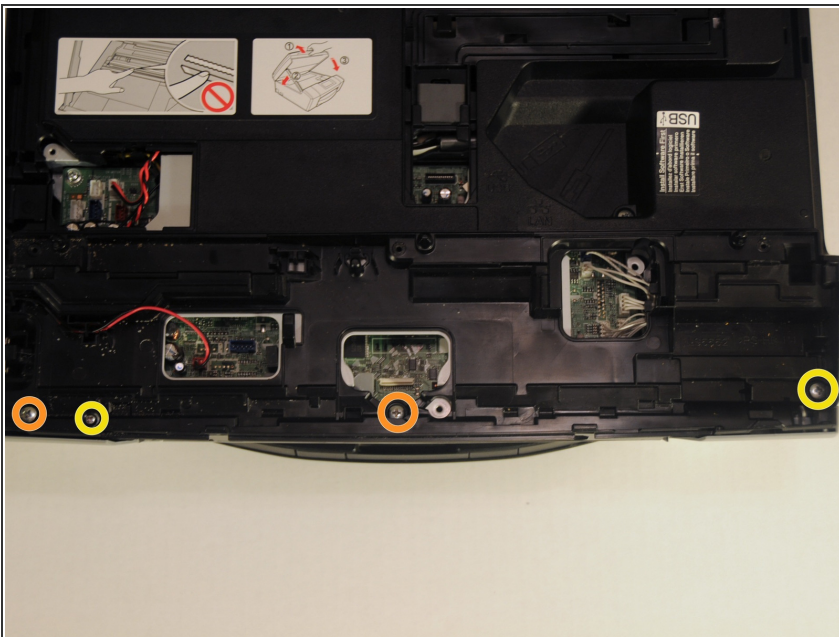
- Unscrew the 12.1mm screw to remove the ground wire.

## Step 9 — Remove data cable



- Gently pull the data away from the motherboard.
- Slide the cable out of the slots to remove the cable from the device.
- The scanner unit is now separated. Place the unit and ground screw in a safe part of the workspace until needed for re-assembly.

## Step 10 — Remove front screws of the device cover



- Unscrew the three 14.1mm screws.
- Unscrew the 12.1mm screw.



## Step 11 — Remove the paper tray



- Pull the paper tray away from the device.

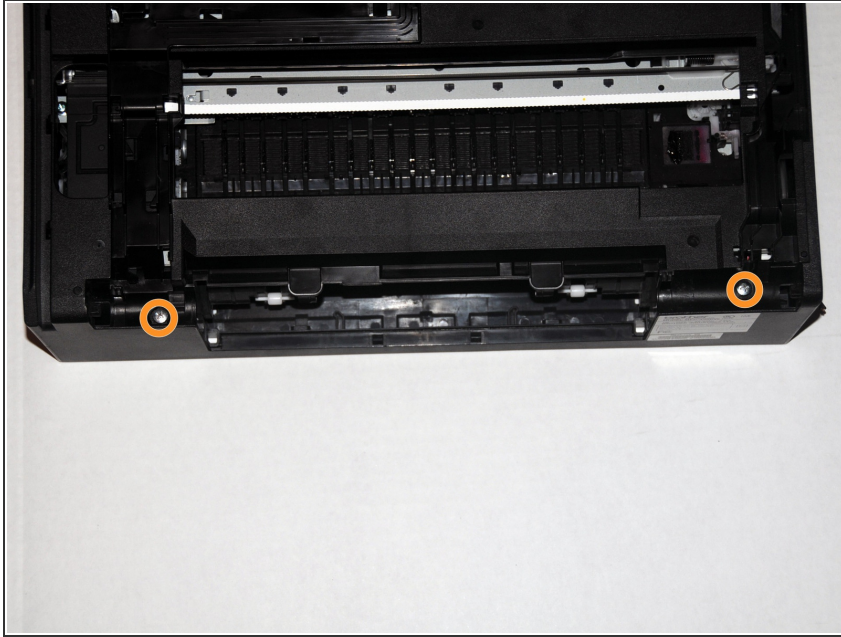
## Step 12 — Remove center screw near the USB and ethernet ports



- Unscrew the 8mm screw at the center of the device.



## Step 13 — Remove rear panel screws



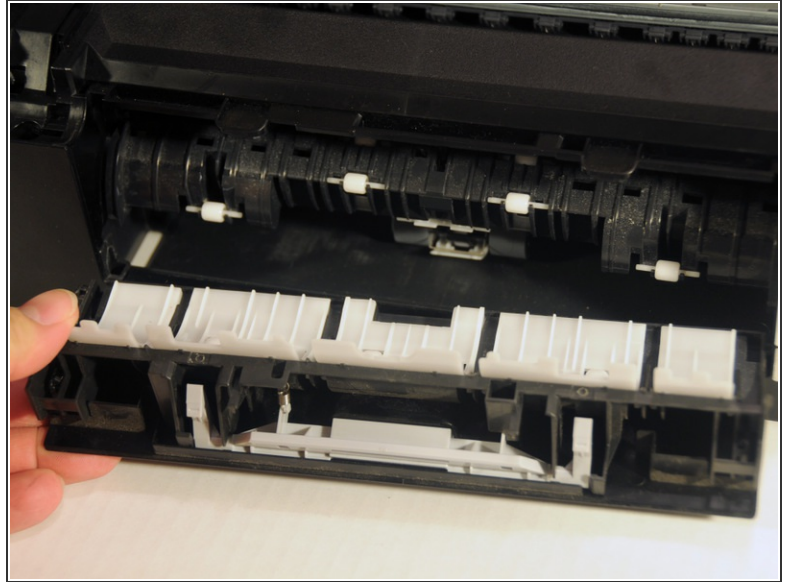
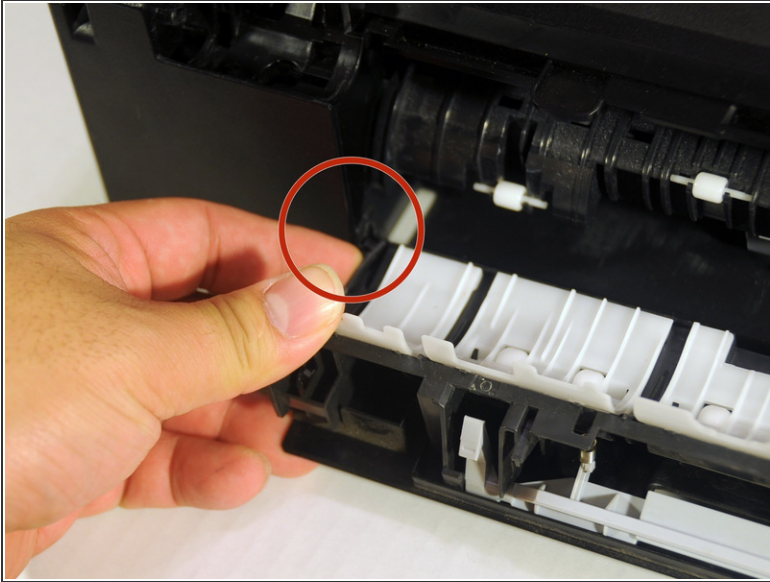
- Unscrew the two 14.1mm screws holding the panel in place.

## Step 14 — Remove red power cable



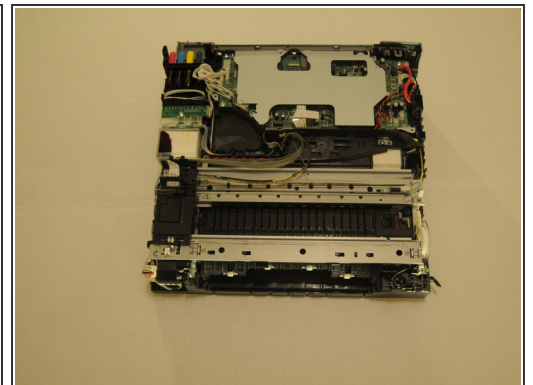
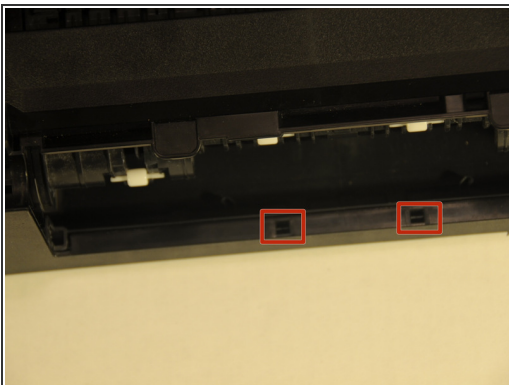
- ⓘ This cable needs to be removed to allow the removal of the device cover.
- Gently remove the red power cable from the motherboard.

## Step 15 — Remove paper jam clear cover



- Gently push the upper-left tab of the cover and separate the hinged portion of the cover from the rest of the device.
- Once one side is free, slide the other side away from the device.
- Pull the cover away from the device.

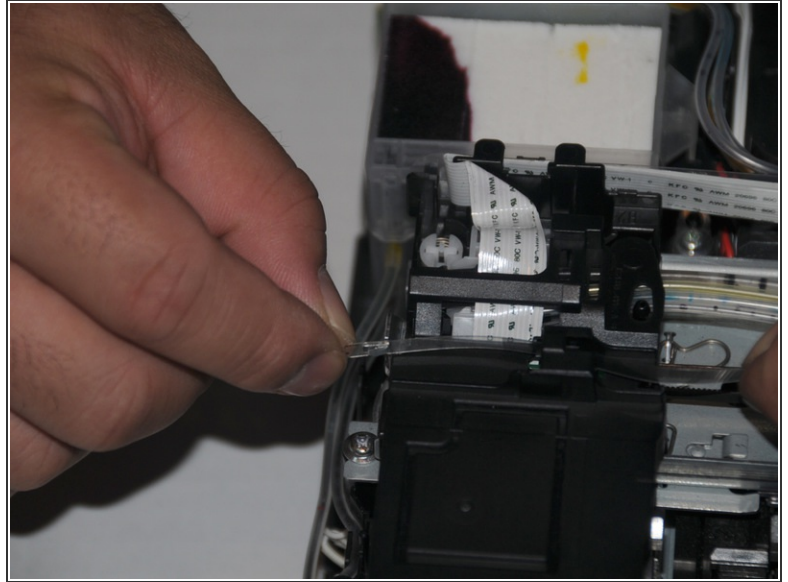
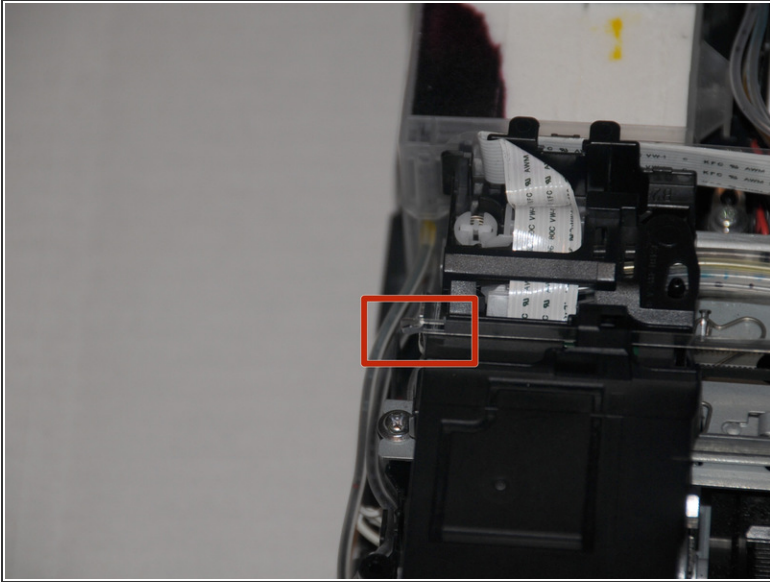
## Step 16 — Remove the device cover



- Using a spudger, loosen the two clipped portions of the cover located at the back-center of the cover.
- Once the clips are free the rest of the cover can be lifted up and away from the device.

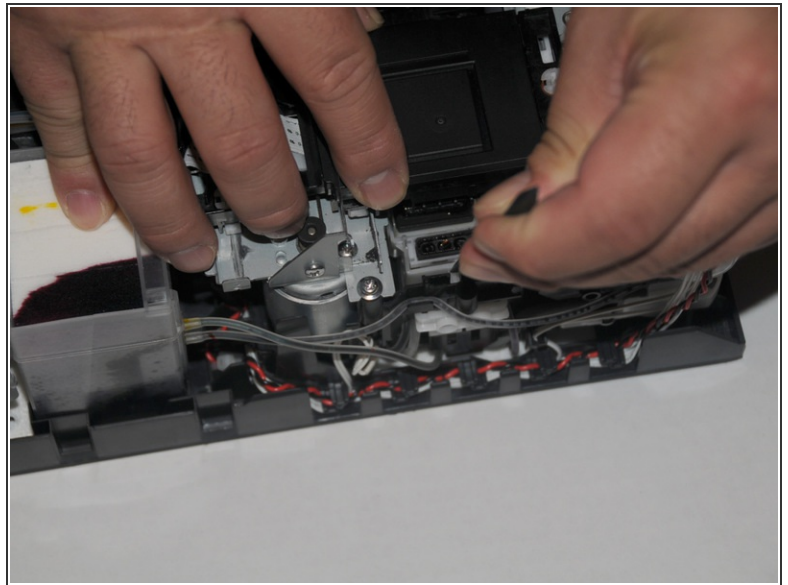
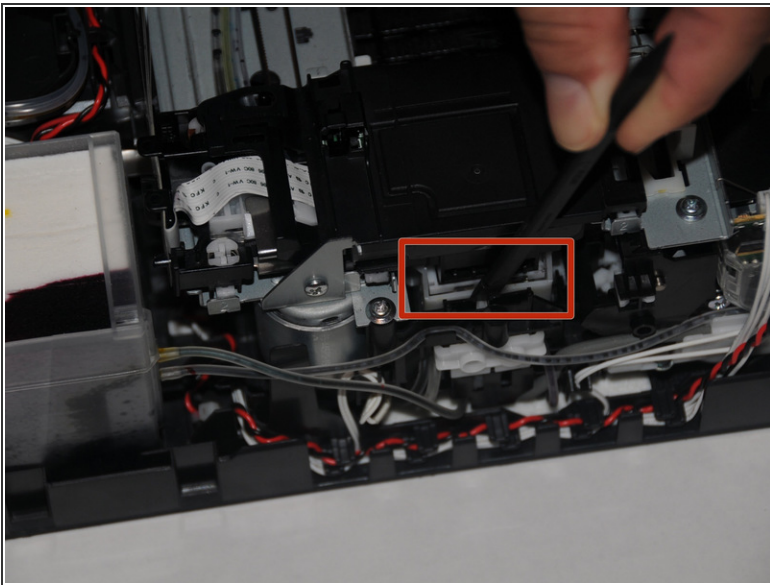


## Step 17 — Release the clear print head guide wire



- Gently pull the wire to the left so the end of the wire is released.
- Slide the wire away from the top of the print head unit.

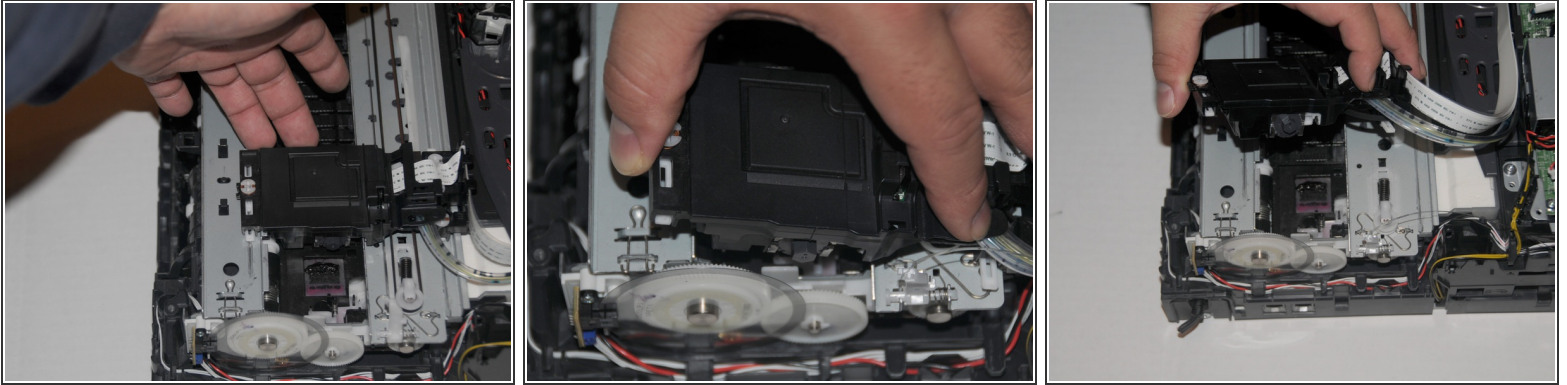
## Step 18 — Releasing the print head from the carriage



- Using a spudger, press down on the plastic housing of the carriage that the print head rests on.
- Slide the print head to the left of the device.

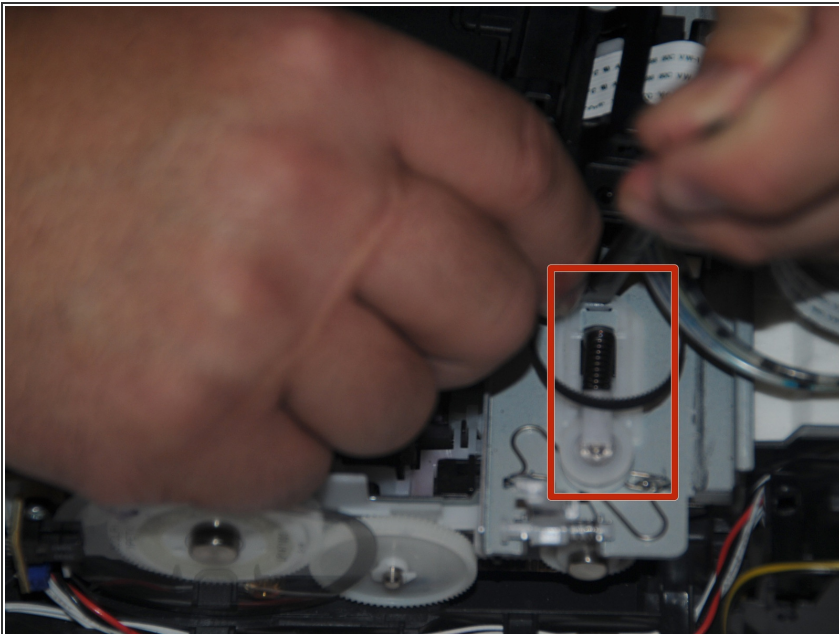


## Step 19 — Removing the print head from the rails.



- Slide the print head until it is at the end of the rail.
- Push the print head unit towards the back of the device and lift the unit from the back rail.
- Gently, release the other end of the print head to release it from the front rail.

## Step 20 — Release the print heat conveyor



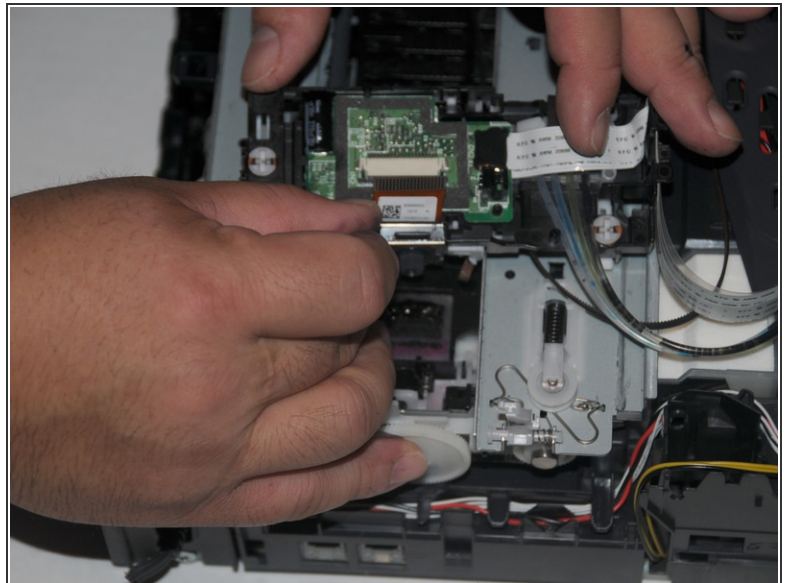
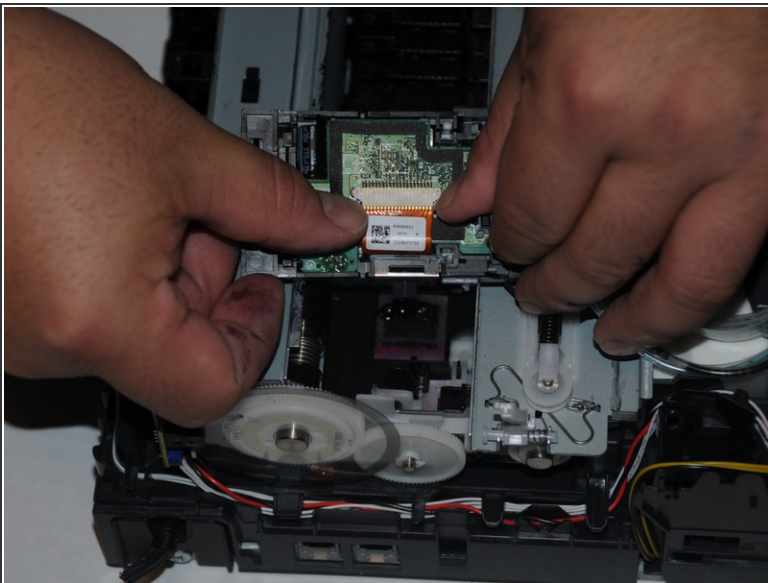
- Using the spudger, press the spring section of the white pulley.
  - Release the conveyor from the pulley while the spring is still compressed.
  - Remove the conveyor from the gear on the other side of the device.
- i** Optional: Slide the conveyor off the print head.

## Step 21 — Opening the top print head cover.



- Squeeze the ends of the cover the release the cover revealing the processor unit.

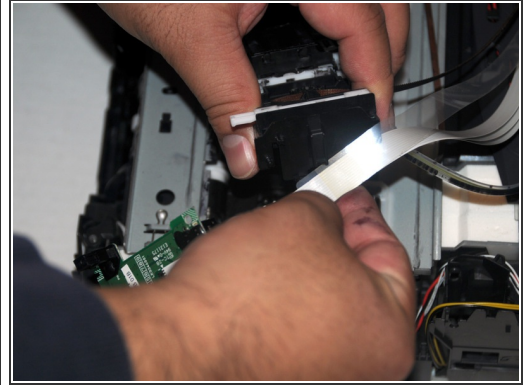
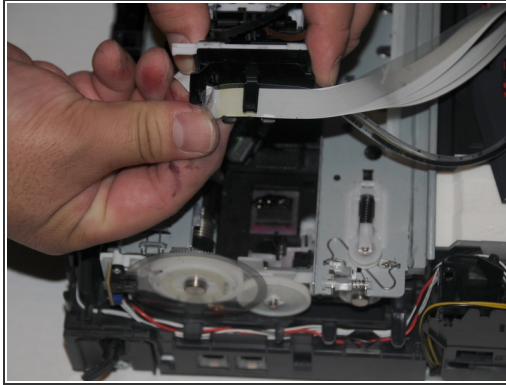
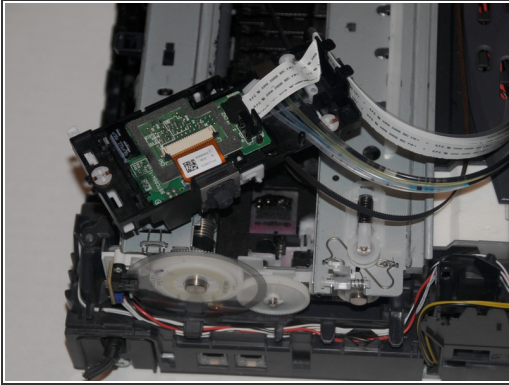
## Step 22 — Remove the data cable from the print head processing unit.



- Slide the black cap away from the port.
- Slide the data cable out of the port.

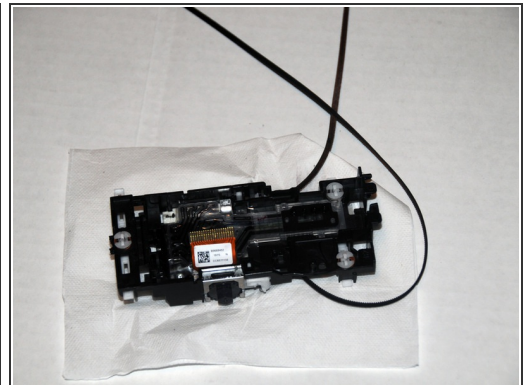
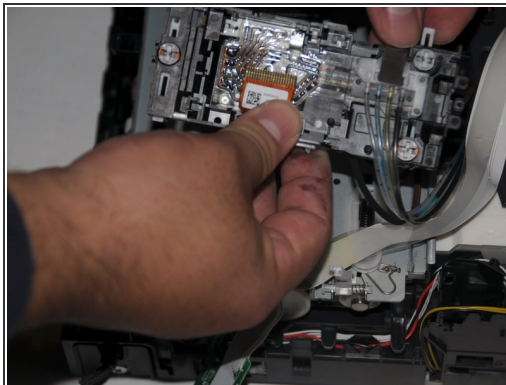
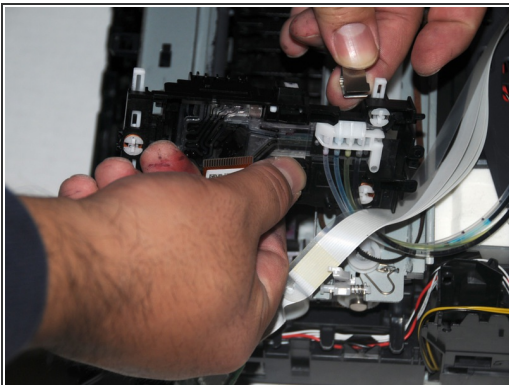


## Step 23 — Remove print head processor unit



- Lift the processor out of the print head.
- Slide the cables attached to the processor from the print head unit.

## Step 24 — Remove the inkjet nozzle unit.



- Remove the metal clip holding the nozzle unit.
- Lift the unit from the rest of the print head unit.

To reassemble your device, follow these instructions in reverse order

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